

WHAT IS CLAIMED IS:

1. A complaint-report-issuing system comprising:  
a master database section which holds product  
information related to a sales product and a report  
5 having no solution;

a point calculation section which periodically  
calculates points for each analysis-determination item  
used to analyze and determine the report on the basis  
of a result obtained by analyzing the product  
10 information and a preset condition for the result and  
totals the points of the analysis-determination items;  
and

a complaint-report-issuing section which issues a  
complaint report of the report to a host center on the  
15 basis of the point totaled by said point calculation  
section and a preset point range for complaint-report-  
issuing.

2. A system according to claim 1, further  
comprising a weight setting section which sets for each  
20 analysis-determination item a weight on the points  
calculated on the basis of the preset condition for  
the result from the result obtained by analyzing the  
product information.

3. A system according to claim 1, wherein one of  
25 the analysis-determination items is a delivery  
situation of a defective service part.

4. A system according to claim 1, wherein one of

the analysis-determination items is a machine market operation reliability of a defective product.

5           5. A system according to claim 1, wherein one of the analysis-determination items is a report situation to a call center of the occurrence of complaints that are the same as a given complaint.

10           6. A system according to claim 1, wherein one of the analysis-determination items is an identical problem situation of maintenance service information about the occurrence of complaints that are the same as a given complaint.

15           7. A system according to claim 1, wherein one of the analysis-determination items is a setup report situation about the occurrence of complaints that are the same as a given complaint.

8. A system according to claim 1, wherein one of the analysis-determination items is a compensation situation of a defective product.

20           9. A system according to claim 1, wherein one of the analysis-determination items is a product sales situation and inventory situation of a defective product in a predetermined period.

25           10. A system according to claim 1, wherein one of the analysis-determination items is a download situation of firmware and drivers corresponding to a complaint.

11. A complaint-report-issuing method comprising:

periodically calculating points for each analysis-determination item used to analyze and determine a report having no solution on the basis of a result obtained by analyzing product information related to a sales product and a preset condition for the result; totaling the points calculated for the analysis-determination items; and

issuing a complaint report of the report to a host center on the basis of the totaled points and a preset point range for complaint-report-issuing.

12. A method according to claim 11, further comprising changing for each analysis-determination item setting of weighting on the points calculated on the basis of the preset condition for the result from the result obtained by analyzing the product information.

13. A method according to claim 11, wherein one of the analysis-determination items is a delivery situation of a defective service part.

14. A method according to claim 11, wherein one of the analysis-determination items is a machine market operation reliability of a defective product.

15. A method according to claim 11, wherein one of the analysis-determination items is a report situation to a call center of the occurrence of complaints that are the same as a given complaint.

16. A method according to claim 11, wherein one of

the analysis-determination items is an identical problem situation of maintenance service information about the occurrence of complaints that are the same as a given complaint.

5           17. A method according to claim 11, wherein one of the analysis-determination items is a setup report situation about the occurrence of complaints that are the same as a given complaint.

10           18. A method according to claim 11, wherein one of the analysis-determination items is a compensation situation of a defective product.

15           19. A method according to claim 11, wherein one of the analysis-determination items is a product sales situation and inventory situation of a defective product in a predetermined period.

20           20. A method according to claim 11, wherein one of the analysis-determination items is a download situation of firmware and drivers corresponding to a complaint.

20           21. A computer program product for complaint-report issue, comprising:

25           a computer-readable storage medium having computer-readable program code means embodied in said medium, said computer-readable program code means comprising:

computer readable program code means for periodically calculating points for each

analysis-determination item used to analyze and determine a report having no solution on the basis of a result obtained by analyzing product information related to a sales product and a preset condition for the result;

computer readable program code means for totaling the points calculated for the analysis-determination items; and

computer readable program code means for issuing a complaint report of the report to a host center on the basis of the totaled points and a preset point range for complaint-report-issuing.